

# Changing User Roles

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Version: ■ 4.9 ■ 5.0 ■ 5.1+



Please note that only Admins can perform this function, and only if SSO is NOT enabled. If SSO is enabled, all user roles are pulled from the source; changes to users must be made at the source level (Entra ID, etc).

If you want to change a user's role (Administrator, Manager, User) go to **POLITEMAIL > Account > Users**.

Select the user's name to open the Edit User window.

Under User Type, select the new role for the user.

The screenshot displays the 'Users' management page in the POLITEMAIL application. The main table lists users with columns for Email, First Name, Last Name, Business, Role, Region, and Last Login. The user 'Peter Parker' is selected, and the 'Edit User' modal is open on the right. A red box highlights the 'Manager' role in the table, and a red arrow points to the 'User Type' dropdown in the modal, which is also set to 'Manager'. Other fields in the modal include Last Name (Parker), Email (Peter.Parker@gmail.com), Phone, Reset Password, Require Password Reset (False), Business (Accounting), Region (South), and Send Setup Email (No). The modal has 'Save' and 'Cancel' buttons at the bottom.

Email	First Name	Last Name	Business	Role	Region	Last Login
Peter.Parker@gmail.com	Peter	Parker	Accounting	Manager	South	Never

**Edit User**  
  
Last Name  
  
Email  
  
Phone  
  
Reset Password  
Require Password Reset  
  
User Type  
  
Business  
  
Region  
  
Send Setup Email  
  
Save Cancel

Click **Save** when finished.